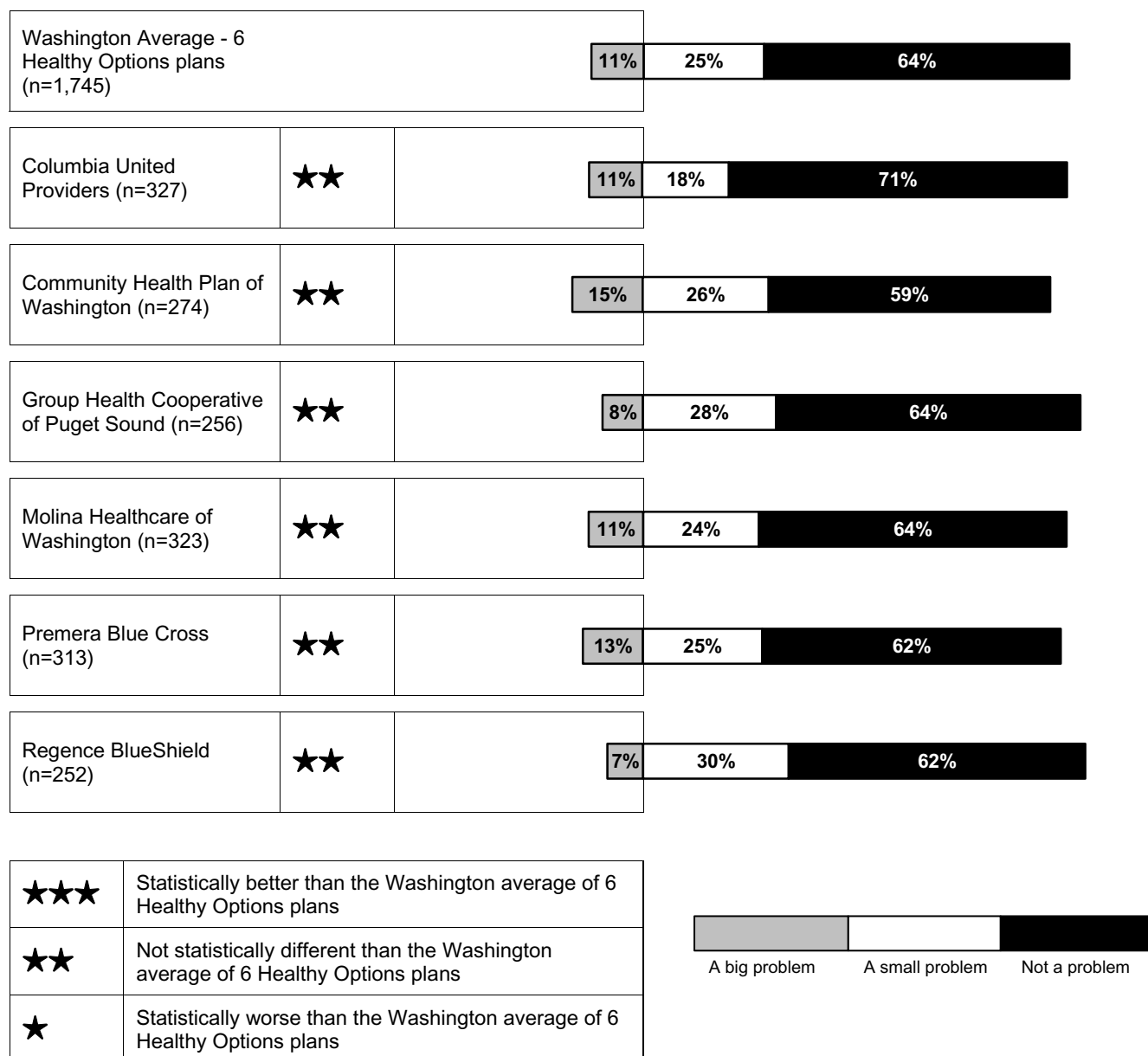


Healthy Options Children with Chronic Conditions CAHPS® Questions Composite

Customer Service

This chart summarizes the responses to survey questions 79, 81, and 87 contained in the composite, "Customer Service." The Customer Service composite was calculated using AHRQ's methodology, which includes question 87. Individual question-level responses immediately follow.



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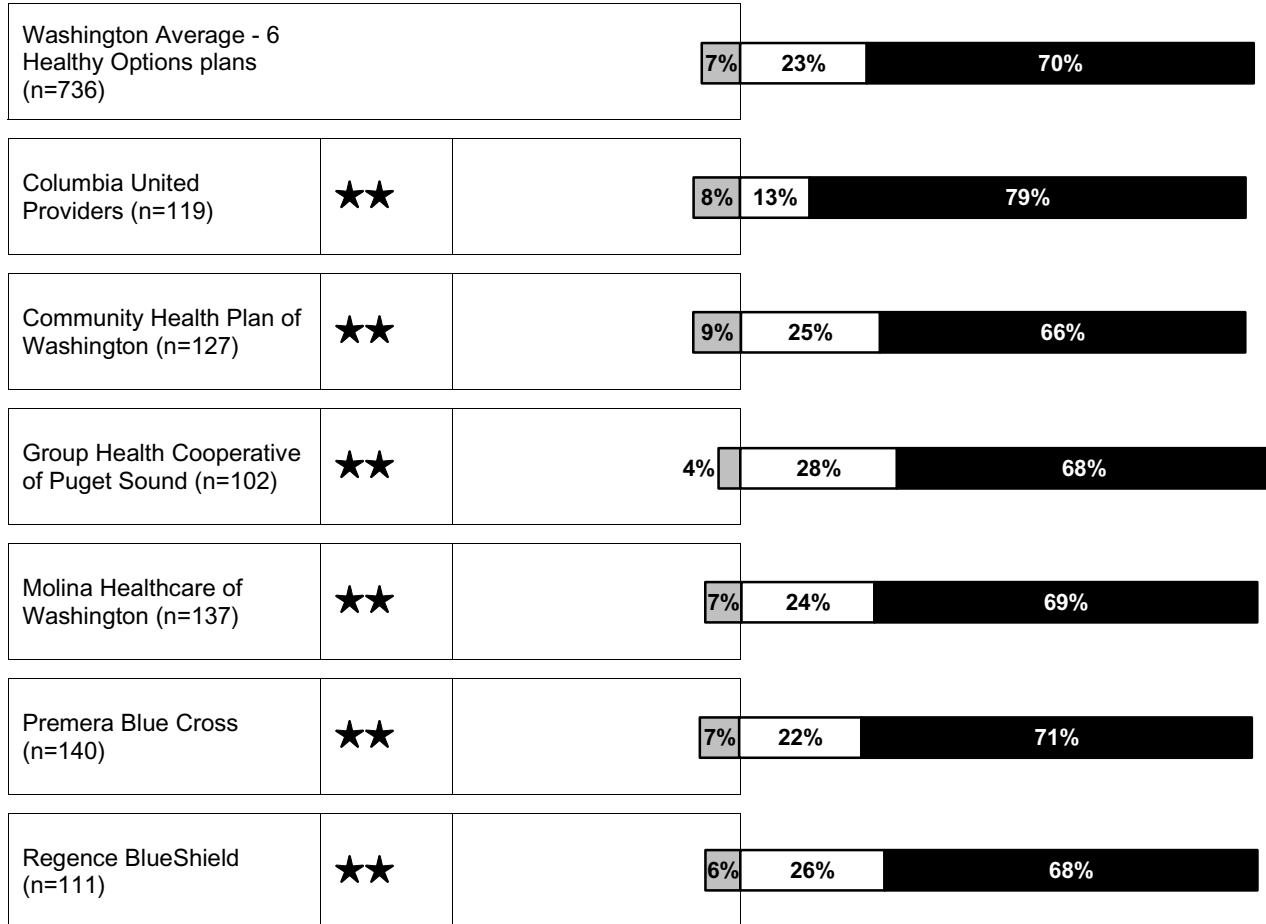
Healthy Options Children with Chronic Conditions

CAHPS® Questions

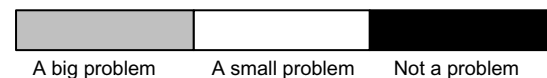
Question 79

Customer Service

Q79. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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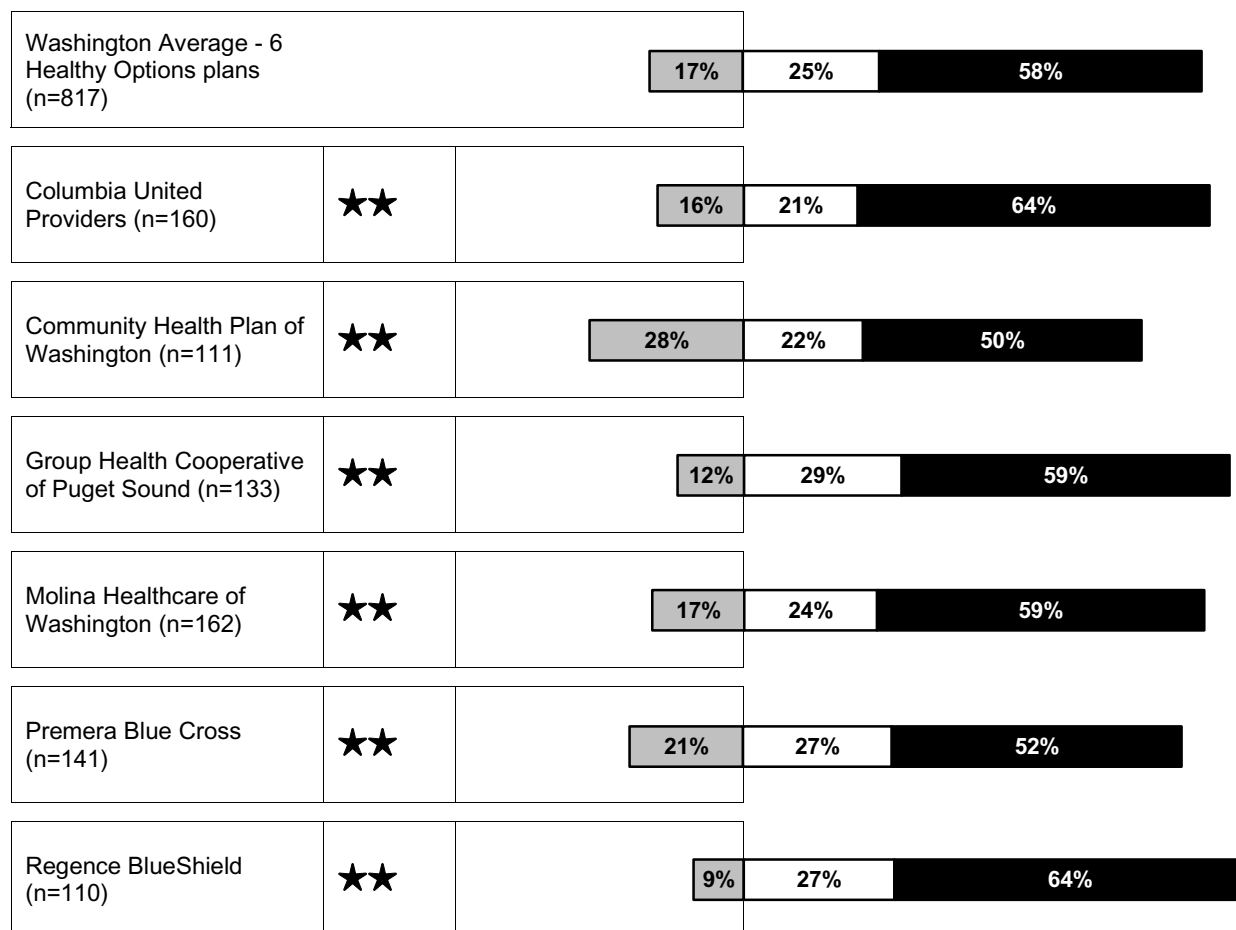
Healthy Options Children with Chronic Conditions

CAHPS® Questions

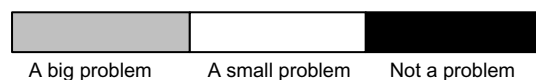
Question 81

Customer Service

Q81. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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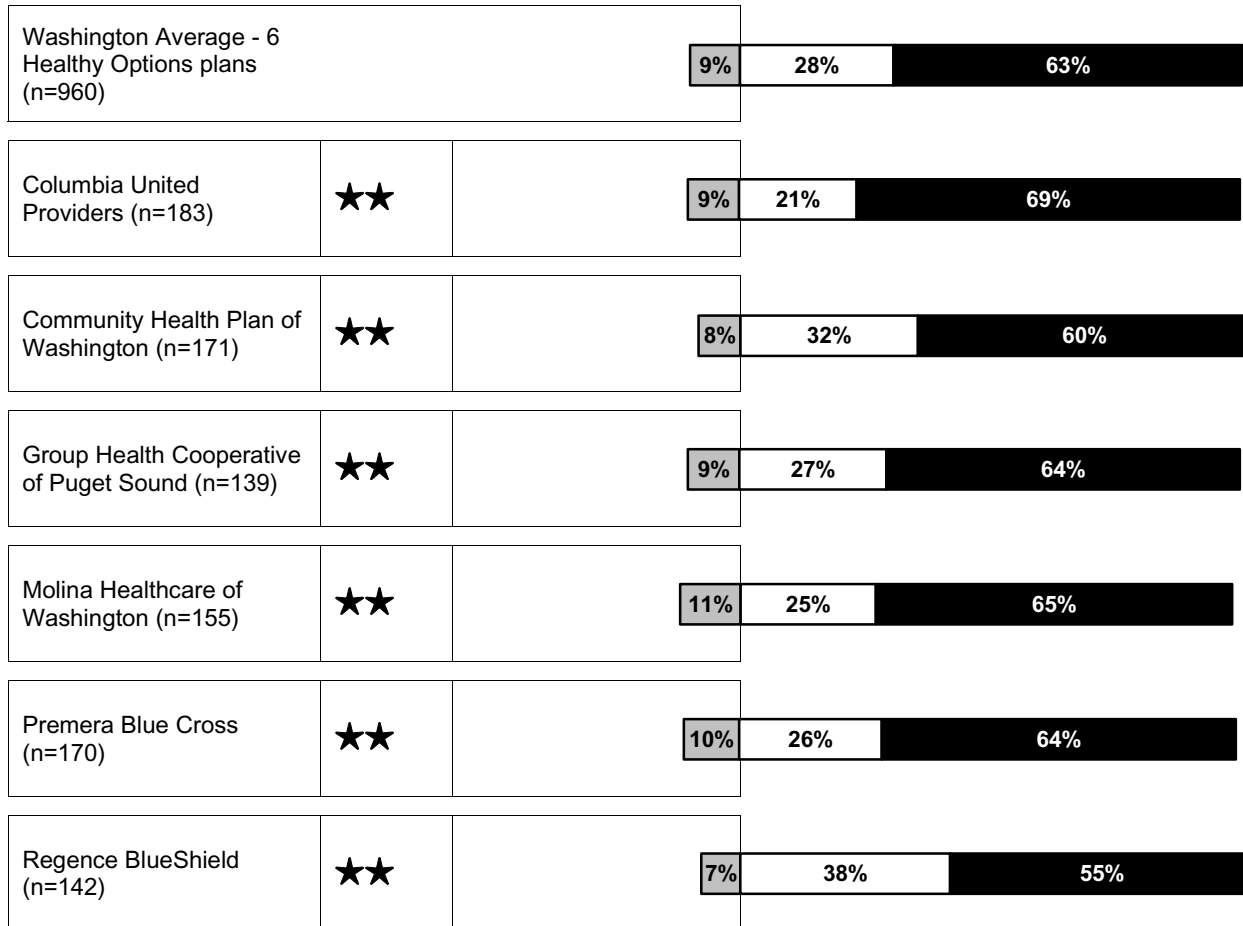
Healthy Options Children with Chronic Conditions

CAHPS® Questions

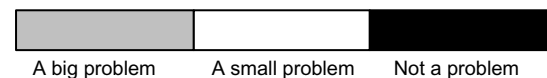
Question 87

Customer Service

Q87. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.